
How to Bill Successfully in ProviderOne – Tribal Providers

Frequently Asked Questions (FAQs)

Last Updated 10/25/2010

- Q: Are mental health rendering providers listed in ProviderOne?
- A: As of the webinar the Provider Enrollment office is working on adding in these mental health rendering providers.
- Q: Are we currently using the rendering providers NPI on claims that are submitted?
- A: If the claims are for fee for service (FFS) medical or dental the answer is **YES**. If the claim is for the mental health or chemical dependency encounter the answer is **NO**. Currently the mental health and chemical dependency rendering providers are not loaded in ProviderOne. Please make sure that you use the claim note of "Tribal Encounter" to allow these claims to process and not automatically deny.
- Q: Where do I go to see if my rendering providers have been linked to my main group NPI provider file?
- A: You will need to log into your main group NPI file in ProviderOne and choose the appropriate profile. Once the profile has been chosen and you have arrived at the provider portal screen you will want to click on "Manage Provider Information" from the Provider option on the left hand side of the screen. Once this option is chosen the screen will display the 18 steps that were required for registration. The rendering providers if linked would be listed under step 15.
- Q: If we are billing medical speech/language/pathology claims would we need to use a rendering provider NPI on the claim?
- A: Yes the rendering provider NPI would be required on these claims.
- Q: If I need to bill an encounter claim, but the original claim was paid by Medicare, how is this done?
- A: You will bill the encounter code of T1015 and the appropriate rate of \$289.00. If you are billing through the direct data entry (DDE) you will answer **YES** to the question "Is this a Medicare Crossover". Once you answer **YES**, ProviderOne opens the boxes to enter the Medicare payment information from their EOMB. If done this way DSHS would not require the Medicare EOMB to be attached or submitted with the claim.

Q: Can a nurse bill for tribal medical assistance services?

A: If the rendering provider is a standard nurse the answer is **NO**, however if the rendering provider is an ARNP the answer would be **YES**. This information can be located in the Tribal Billing Instructions http://hrsa.dshs.wa.gov/download/Billing_Instructions/Tribal_Health/Tribal_Health_Program_BI.pdf on page E.3. A list of all payable provider types for tribal encounters is shown here.